



# Department of Accounts Charge Card Bulletin

June 22, 2006

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Charge Card Administration

## Contact Us

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## Farewell to Danita

Danita Barnes who has worked with the Charge Card Administration Team for over 1 ½ years, will be leaving DOA on July 1<sup>st</sup>. It is imperative that you ensure all communications go to the [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) email box to ensure a prompt response from the Charge Card Team. The main contact number for the Charge Card Team will remain 804-371-4350.

## Travel Delinquency Report

Program Administrators and their backups will receive an email from DOA approximately every 2 weeks if their agency has any Travel cards which are delinquent. This has been in place for a few months and is working well. This information will assist you in monitoring those cards which are delinquent as well as cards which may become permanently closed if they become 90 days delinquent. As stated previously in the last bulletin, if a Travel cardholder becomes 90 days delinquent and GE has to cancel their card, that cardholder cannot apply for a new Travel card due to their delinquency, even if they pay off the outstanding balance.:

## Non-Activated Cards

A listing of Purchase, Individual Liability Travel or Agency Travel Cards which have not been activated as directed by the instructions on the sticker found on the front of the card, will be emailed to the Program Administrators and their backups monthly. If a cardholder has not activated their card within 2 weeks of receiving it, it could be a demonstration that the card is not required and possibly should be cancelled.

## Emails to CRR's at GE

When you email the CRR's at GE at [cov.crr@ge.com](mailto:cov.crr@ge.com), they cannot respond to any requests from a generically named email account (e.g., [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov)) as they have no identification of the individual making the request. Please make sure all requests are made via an email account with your name assigned to it.

## Crucial Dates

### July 5<sup>th</sup>

Monthly SAM Refresher Training

### July 12<sup>th</sup>

Monthly PA Call

### Sept 10<sup>th</sup> – Sept 13<sup>th</sup>

GE Annual User's Conference in  
Dana Point California

### 1<sup>st</sup> Week of October

DOA and GE training across the  
State

### October 11<sup>th</sup> through 13<sup>th</sup>

VAGP Fall Conference, Newport  
News

### November 12<sup>th</sup> through 15<sup>th</sup>

DGS/DPS Public Procurement  
Forum at the Hotel Roanoke

## GE Contact Information

### Customer Service for PA's

Email: [Cov.Crr@ge.com](mailto:Cov.Crr@ge.com)

Phone: 1-866-843-1368

### Customer Service for Cardholders

Phone: 1-866-834-1327

Overseas Collect:

801-464-3232

## DOA Contact Information

Email: [CCA@doa.virginia.gov](mailto:CCA@doa.virginia.gov)

Phone: 804-371-4350

Fax: 804-786-9201

## SAM Fiscal EZ Guide

There is a new guide for fiscal, internal audit, etc staff who have access to SAM for reporting and query functionality. This guide is available by emailing [cca@doa.virginia.gov](mailto:cca@doa.virginia.gov) and the file will be emailed back to you.

## REMINDER!!!! PA Training

This is a reminder that all Program Administrators and their backups must complete the Annual Training on the CCA web page by July 1<sup>st</sup>. To obtain credit for taking the training you must follow the directions in each training module.

## GE's Annual User's Conference

GE has released more information about their Annual User's Conference being held this year from September 10<sup>th</sup> through September 13<sup>th</sup> in Dana Point, California. Information is below on the website. There is a Double Tree Hotel ½ mile from the Conference hotel which, as of 6/14, has State Government rates of \$105 a night plus taxes. The hotel's number is 949-661-1100. At this time we are asking that if you are going to attend this event, please email [Valerie.Smith@doa.virginia.gov](mailto:Valerie.Smith@doa.virginia.gov) with your flight itinerary and which hotel you will be staying at. We are trying to obtain a bulk rate on the shuttle from and to the airport as well as transportation to and from the Double Tree hotel. If you have any questions or need additional information concerning the conference please contact Valerie at 804-371-7804.

The Sept. 10 - 13 User Group Meeting in the famous surfing town of Dana Point, CA is a premier educational conference, with two dozen different breakouts and general sessions. We expect more than 200 purchasing, travel, and finance professionals to attend, along with associated vendors. With the ideas and best practices you'll encounter, you can get your program running as sweet as a tailside move on a heavy wave.

To register for the conference online and for detailed descriptions of sessions, events, and logistics, please visit

[www.gebusinessmarketplace.com/cardabunga.htm](http://www.gebusinessmarketplace.com/cardabunga.htm)

The conference is also a key venue for providing Voice of the Customer to GE. Throughout the meeting, you'll help to shape product development, improve service delivery and influence long-term strategy.